



# EUROPEAN MIGRANT ADVISER TOOLKIT

## **European Migrant Adviser Toolkit**

Final Report

Public Part

## Project information

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# Executive Summary

In the current economic climate of uncertainty and crisis, migrants in Europe face many additional obstacles when seeking to find work, improve their skills and move out of exploitative and low-paid jobs. The EMAT project aims to play a small part in addressing some of these issues by producing a working toolkit which can be used by both experienced and non-experienced Information, Advice and Guidance practitioners in their work with migrants in the labour market. The toolkit aims to enable and encourage advisers to deliver high-quality advice and guidance and improved education, training and employment outcomes for their clients.

The project also aims to work closely with providers and to produce original research into the context for IAG provision in each country involved: Germany, Poland, Spain, the UK and the Czech Republic. Ultimately it aims to embed good practice into mainstream service provision through a careful strategy of dissemination and exploitation.

The consortium established to deliver the project draws experience and expertise from a range of countries with diverse but complementary experiences of work with migrants in the labour market. The organisations represented here include a university economics faculty, a metal industry employer and trade union, an independent research and evaluation specialist, a grassroots IAG NGO, a knowledge base management agency, and a school for migrant language learners.

The approach used is experience- and research-led, with much of the initial project set-up time spent investigating the context of IAG provision in the partnership countries, using both desk research and qualitative interviews with IAG advisers and migrant clients. The findings of this research have been published as a stand-alone report which gives a solid theoretical basis and overview of the issue, and has fed directly into the production of the toolkit itself.

Electronic and printed versions of the toolkit have now been produced and widely promoted in the UK, Spain, Poland, Czech Republic, and Germany. The toolkit is available on line as a PDF and online magazine versions.

We hope that the project will have a sustainable impact beyond the life of the project itself as a result of the strategic dissemination plan involving key stakeholders and providers of IAG including NGOs, trade unions, mainstream employment support agencies, individual IAG advisers, awarding and accreditation bodies, institutions of lifelong learning and employers. The online platform for networking and good practice sharing has been set up through the project website and a Facebook group that will continue to operate beyond the life of this project.

The project website can be found here: [www.migrant-toolkit.eu](http://www.migrant-toolkit.eu)

Facebook page can be found here: <https://www.facebook.com/EMATproject>

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# 1. Project Objectives

The project was conceived as a step toward producing a practical, transnational response to the problems of exploitation, underemployment and unemployment currently faced by migrants in the European labour market. Our aim was, and is, to do this by developing a toolkit which will address the increasing need for high quality migrant advice and guidance in the sector, and which will enable IAG providers to deliver improved education, training and employment outcomes for migrant clients.

The project objectives are as follows:

- To research the context for IAG provision in each country, including identifying best practice, key stakeholders and national qualification frameworks;
- To ensure the relevance of the final product (the toolkit) by working closely with specialist agencies and migrants themselves;
- To develop a working web-based toolkit which could provide both a context and a model of good practice for IAG advisers, enabling them to develop their own competence and to deliver improved outcomes;
- To embed this experience and good practice into mainstream provision wherever possible.

The project targets two main groups of users and beneficiaries: IAG advisers working with migrants (including individual IAG advisers, NGOs providing IAG at grassroots level, trade unions, mainstream providers, employers, awarding bodies and accreditation schemes); and migrants themselves.

During the initial phase of the project, the main focus of user involvement was on the recruitment of individual IAG advisers and migrants to take part in the preparatory research stage of developing the toolkit. Research conducted in the 5 participating countries (Germany, Spain, UK, Poland and Czech Republic) involved in-depth qualitative interviews with IAG advisers and migrant clients in each country, in addition to reviews of existing service provision, and case studies drawn from our own IAG caseloads.

During the second phase of the project, field testing the prototype toolkit, at least 45 individual IAG advisers have benefited from the opportunity to use and feed into the toolkit as a practical resource in their day-to-day work, and additional feedback has been collected from individual migrant clients and advisers through the reference groups of stakeholders established by each partner.

While the toolkit itself is a resource for advisers which we hope will better equip them to deliver a high-quality IAG service to their clients, ultimately the main beneficiaries will be migrants themselves.

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## 2. Project Approach

Our approach began with finding the right combination of partners to provide the project with the professional, organisational and academic competence and skills needed to deliver the project (see also Partnership section below). Added value has come from the range of experience and specialisms brought to the project by the partners' work with migrants from very different perspectives, including a university economics faculty, an industry employer and trade union, an independent research and evaluation specialist, a grassroots IAG migrant NGO, a knowledge base management agency, and a school for migrant language learners.

Once we had established the consortium and agreed the project parameters, our first step was to establish the context in which we were working. An initial report on the EU-level context, including a section on the European Qualifications Framework, was prepared. We also wanted to conduct primary research into the context for IAG provision in each country and to identify key stakeholders and best practice wherever possible. The lead partner on this was the Economics faculty of the University of Szczecin, who prepared an outline research methodology, supervised desk and field research and qualitative interviews, and conducted a statistical and qualitative analysis of the data collected. The findings of this research are available in full and in summary in the report *"Migrants in the labour market within selected countries: legal context and organisational support,"* published on the project website and included with this report.

Development of the toolkit itself began with reviewing the preliminary results of the research project and with discussions among all partners of how this should feed into the toolkit structure and content. Discussions and working group sessions looking at particular elements of the toolkit took place at our scheduled partnership meetings.

Early in the project an evaluation framework was drafted and agreed, with our specialist evaluation partner, the Gilfillan Partnership, taking responsibility for this. The evaluation strategy includes an interim evaluation report at the midway stage of the project (included with this report), and a final evaluation report.

Dissemination and exploitation plans were also drafted early in the project. Part of the dissemination strategy relies on the building and developing of the project website, managed by Praxis Community Projects. In addition, each partner is responsible for dissemination of the initial project concept, the research results and the toolkit itself. Dissemination and exploitation vehicles include online and traditional media, professional and organisational networks, promotional events and activities, stakeholder forums, and one-to-one work with clients.

It is too early to comment on the long-term sustainability of the toolkit, but it is hoped that it will continue to be a useful working resource well beyond the life of the project itself. The website and toolkit will remain live online and its use will be embedded in the practice of the partners and, we hope, in the practice of our target users.

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### 3. Project Outcomes & Results

The information provided in this section has been sourced from the projects' final evaluation report. The report presented the findings and conclusions from the final evaluation of the European Migrant Advisers Toolkit (EMAT) project. The report was written by The Gilfillan Partnership, a partner in the EMAT project.

**Objective 1:** researching the context for IAG provision

This objective has been achieved through completion of the following reports:

- ***EMAT: Preparatory exploration of the state of the art***

This is a paper for the EMAT website prepared by the Gilfillan Partnership which looks at the EU context for the project, including the European Qualifications Framework. It is complete and available to download in English only.

- ***Migrants in the labour market within selected European countries: legal context and organisational support***

This is a report prepared by the Faculty of Management and Economics at the University of Szczecin, presenting findings from research conducted by project partners in Germany, UK, Poland, Spain and Czech Republic. The report is complete in full and summary form and is available to download from the EMAT website. Translations of the summary only are available in German, Polish, Spanish and Czech.

**Objective 2:** engaging specialist agencies and migrant users in the development of the toolkit and its dissemination

This objective has been fully achieved. IAG advisers and migrant users have been closely involved in the research process for the above report, and reference groups of stakeholders were set up by four of the project partners (Iberika, FLM, Praxis and EKSCR) for the field testing of the pilot toolkit and as part of our dissemination and exploitation strategy.

**Objective 3:** developing a working web-based toolkit

This objective has been fully achieved. A draft toolkit was produced and tested. A final version has been produced in printed versions in English, Spanish, German, Polish and Czech; it is also available as a downloadable pdf and online magazine format at [www.migrant-toolkit.eu](http://www.migrant-toolkit.eu)

**Objective 4:** embedding good practice into mainstream IAG provision

This objective has been fully achieved. A project website and Facebook page have been set up, having reached over 104 'likes' at the time of this report. The Facebook page is used as a European sharing platform for specialist migrant support organisations, policy makers, NGOs and employment agencies.

Website [www.migrant-toolkit.eu](http://www.migrant-toolkit.eu)

Facebook page: <https://www.facebook.com/EMATproject?ref=hl>

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Several presentations have been carried out by each partner, either as a standalone event or as part of a bigger event to promote the toolkit and encourage agencies to take it up. Partners have regularly included information about the EMAT project in their newsletters and it is featured in partners' websites.

Two important events which took place towards the end of the project period were designed to introduce the EMAT toolkit to a wider audience with the aim of encouraging take up among other IAG advisers. The first of these events was the European Employment Forum which took place in Brussels in November 2013. This event was selected as in previous years it has been an important occasion for IAG advisers from across Europe to meet, network and exchange ideas and good practice and innovations in employment support. The event is also attended by Brussels based institutions including the European Commission, European Parliament, Committee of the Regions and the national and regional representatives of many EU and other countries. The second event was the official launch of the EMAT toolkit. This took place at the office of the Representations of the European Parliament and the European Commission in London on 2 December 2013. Around 30 people attended the event, representing a range of local and national NGOs and public agencies.

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## 4. Partnerships

A European multi-country approach is central to this project, which seeks to develop a common approach and framework of good practice at a European level. The added value of the partnership consortium we have established comes not only from its geographical spread (six partners from five EU countries), but also from the diversity of the partners' experience of migration and migrant labour, with two of the five countries having acceded to the EU only relatively recently.

Added value is also provided by the range of experience and specialisms brought by the partners' work with migrants from very different perspectives, including a university economics faculty, a metal industry employer and trade union, an independent research and evaluation specialist, a grassroots IAG migrant NGO, a knowledge base management agency, and a school for migrant language learners. Our capacity to draw on the collective experience and expertise of these partners, and on their extended networks and contacts, has greatly increased the relevance and reach of the toolkit. During the second phase of the project the partnership further extended beyond its immediate member organisations to stakeholder groups of IAG advisers, migrant clients and users.

While each member state has its own approach to addressing the issues of migrant labour and integration, the experiences of migrants trying to enter or progress within the labour market have much in common. Unemployed migrants can face many additional obstacles when they are seeking work, such as language and cultural differences, education standards, accreditation of qualifications, lack of knowledge from employers and advisers concerning the legal position of migrants and whether or not they have the right to work. Some migrants also face discrimination and hostility.

The commitment of the EMAT project partnership to jointly address some of these issues has produced positive results, including a greater understanding of the work being undertaken to support migrants in each partner country, and original research on the context of IAG provision in each partner country and at an EU-wide level. We expect that the European added value of the project will be sustained throughout and beyond the life of the project itself.

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## **5. Plans for the Future**

The partners are proud of the EMAT toolkit; they believe that it will help to improve employment outcomes for migrants, and are committed to promoting its use as widely as possible. The content of the EMAT toolkit is focused on good practice and practical tools. Partners are confident that the contents will remain relevant for some considerable time and will not become dated very soon. This will give the toolkit a long shelf life in its current format. The design of the toolkit, with separate sections for tools, means that new tools can easily be added to enhance or replace those in the original toolkit, giving the toolkit an even longer life.

The EMAT toolkit will remain available, free of charge, in English, Spanish, German, Polish or Czech, to anyone who wants to improve IAG services for migrants. The toolkit is available from the EMAT website, which the EMAT partners are committed to maintaining for at least the next two years, and on the websites of the partner organisations.

The project partners will continue to promote the EMAT toolkit to reach new audiences, including mainstream IAG advisers and employers. This promotion activity will take place through their websites, reference groups, newsletters and other communications with partners and stakeholders.

The partnership is likely to continue. The partners are working together to develop new projects to meet needs and fill gaps that were identified in the course of the EMAT project.

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## 5. Contribution to EU policies

### *Structural Funds (2014-2020)*

The project ultimate aim is to support the access to employment of migrants in Europe, therefore increasing the adaptability of workers and enterprises, enhancing access to employment and participation in the labour market, reinforcing social inclusion by combating discrimination and facilitating access to the labour market for disadvantaged people, and promoting partnership for reform in the fields of employment and inclusion.

### *Europe 2020*

Migrants are over-represented among the poor and excluded in Europe, even more so in the current economic conditions. The European Platform against Poverty and Social Exclusion, a key aspect of Europe 2020, acknowledges that Member States must take the lead in fighting against social exclusion and poverty. This project offers a concrete example of a 'smart solution in post crisis Europe' and of the use of EU funds to support not only lifelong learning but also social inclusion objectives.

### *EU policies on integration of migrants*

The initial research report 'Preparatory exploration of the state of the art' produced by P6 and available on the EMAT website, provides an overview of EU policy on migrant integration, which is one key area of EU policy which EMAT aims to contribute to. The report identifies that the EU's approach to migration policy is focused, on the one hand, on measures to support the integration of third country nationals within EU Member States and, at the same time, measures to reduce irregular or illegal migration into the EU, including through tighter controls of the EU's external borders. This project will provide a practical tool which can help towards achieving the integration of third country nationals in labour markets across the EU.

### *Europass framework concept*

The project anticipates and addresses the need for a transparent standardised presentation of the skills, qualifications and competences of European citizens.

### *EU directives on discrimination*

The project is directly informed by, and feeds into, EU policy and guidance relating to discrimination and equal treatment in employment, for example:

*Council Directive 2000/43/EU* forbids discrimination on the grounds of race and ethnic origin;

*Council Directive 2000/78/EU* equal treatment in employment, forbids discrimination on the grounds of religion, disability, age or sexual orientation.

### *European Employment Strategy (EES)*

The project makes a contribution to the EES and 'New Skills for New Jobs' - developing vocational education and training so that workers gain the skills required in today's and tomorrow's labour markets. A key first step for everybody, including the migrants who are the ultimate target group for this project, is to improve their understanding of the opportunities available so that they can use that knowledge to gain a realistic understanding about the options available to them and how they can

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use or develop their skills to match employer needs. EMAT provides a practical way of helping to bring that one step closer to reality.

EMAT is contributing to Lifelong Learning Programme (2014-2020) objectives across a wide spectrum e.g. reinforcing the contribution of lifelong learning to social cohesion, active citizenship, intercultural dialogue, gender equality and personal fulfilment; contributing to increased participation in lifelong learning by people of all ages, including those with special needs and disadvantaged groups, regardless of their socio-economic background; facilitating the development of innovative practices in the field of vocational education and training other than at tertiary level, and their transfer; improve the quality and to increase the volume of co-operation between institutions or organisations providing learning opportunities, enterprises, social partners and other relevant bodies throughout Europe.

The project is also contributing to the wider horizontal LLP objective of promoting an awareness of the importance of cultural and linguistic diversity within Europe, as well as of the need to combat racism, prejudice and xenophobia. The toolkit and associated activities will promote awareness among advisers working across Europe with migrants of the importance of taking into account their linguistic and cultural diversity and the diversity of their needs.

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